Camden Centre for Learning

Delivering tailored, secure, and compliant records management with Content Manager

Who is Camden Centre for Learning?

Camden Centre for Learning (CCfL) is a special school based at two sites in Camden. CCfL is a Pupil Referral Unit (PRU) and is specifically organized to offer alternative education for children who aren't able to attend school and may not otherwise receive suitable education.

Challenge to Securely Store and Access HR Documents

When Pippa Higgins, Business Manager for CCfL, joined the school she inherited a lot of paperwork, often scattered across the two

school sites. These were mainly HR-related documents, such as staff onboarding forms, overtime forms, disclosure and barring service (DBS) schedules, proof of ID, etc. Pippa explains the associated issues with this: "With over 70 members of staff record-keeping was difficult. I started by scanning all our documents and saving them to our shared drive. Although this solved the immediate search and access problems, it wasn't ideal considering our need to comply with GDPR regulations and set retention schedules for certain types of documents. It was also difficult to present a clear overview when we were audited by our local authority."

During a business forum Pippa was introduced to Records Transformation who were looking for a pilot school to implement its GilbyIM solution. This is a cloud-based, Software-as-a-Service (SaaS) solution based on OpenText™ Content Manager, providing best-of-breed electronic document and records management (EDRM). Through a unique, multi-tenancy licensing agreement with OpenText™, Records Transformation customers benefit from the economies of scale associated with using shared infrastructure components. Neal O'Kelly, CTO of Records Transformation: "We have developed templated configurations for specific industries, including education. Any school subscribing to GilbyIM will find

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PIPPA HIGGINS
Business Manager
Camden Centre for Learning

At a Glance

■ **Industry**
Education

■ **Location**
United Kingdom

■ **Challenge**
Manage sensitive documents across different school sites while respecting GDPR and retention schedules and providing secure remote access

■ **Products and Services**
Content Manager

■ **Critical Success Factors**
+ Cloud-based SaaS platform for worry-free maintenance
+ Secure and easy remote access
+ Full GDPR compliance and flexible retention schedules
+ 1-day onboarding with thousands of documents

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their classification scheme, records types, retention and disposal schedule, and access control model already fully developed, dramatically reducing their onboarding process and staff training."

Fast Onboarding with Content Manager-Based GilbyIM

Pippa saw the value immediately and with just a simple click and drop action more than 2,000 CCfL documents were handed over to Records Transformation. Although CCfL timed this for the school's Christmas break, onboarding new clients can be done within a day. Records Transformation fully replicated the existing folder and sub-folder structure for ease of use. They built relevant security groups, imported CCfL's data, tested it, and delivered it back within the GilbyIM framework.

"When we returned in January all our documents could be accessed through the simple GilbyIM interface. Such a difference from before where remote access to our shared drive relied on school-owned devices and secured VPN connections. In these COVID-19 times with more remote working having this simple solution is invaluable. I showed my colleagues how to log on and add a document. This took all of five minutes, and we were all impressed with how user-friendly the system was," according to Pippa.

"Content Manager-based GilbyIM comes with a built-in retention schedule which we can amend if required," she adds. "We have complete control and can restrict user access to just view or just add documents. It is so helpful to have a clear and safe records repository, especially for our local authority audits." The hosted solution is maintenance-free for CCfL, and Records Transformation will schedule any planned maintenance or updates to the solution outside of school opening hours so as not to disrupt access.

Cost-Effective, Secure Document Compliance

CCfL is now so confident in its data privacy and retention compliance that it is looking to store pupil safeguarding documentation in the solution. These are hugely sensitive documents and this future direction is a testament to the robustness and security GilbyIM and Content Manager offers CCfL.

O'Kelly says: "GilbyIM, based on Content Manager, breaks down many of the barriers that stop smaller organizations adopting a records management solution that is genuinely compliant. It's simple, affordable and secure; but most importantly it's quick to implement because all the hard work has been done upfront by our experienced and dedicated team."

Pippa concludes: "We have a great working relationship with Records Transformation. GilbyIM is tailored to schools and this enabled us to be up and running without any business disruption at all. We now have a resilient and highly available document repository that can be accessed remotely with ease and has opened the door for different use cases as we move forward."

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